

W-20475A-12-0143



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax: (520) 000-0000

Priority: Respond Within Five Days

Opinion No. 2012 - 103490

Date: 4/30/2012

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Jim & Monica

Shriver

Account Name: Jim & Monica Shriver

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Show Low

CBR:

State: AZ Zip: 85901

is:

Utility Company: Watco, Inc. **Silver Well Service Corporation

Division: Water

Contact Name: Monica

Contact Phone:

Nature of Complaint:

(Docket No. W-20475A-12-0143)

To whom it may concern:

This letter is concerning DOCKET # W-20475A-12-0143

We are against this increase because we are on a fixed income and we were not given a chance to discuss what this would do to families like ours.

We have been told that we HAVE to mail our payments rather than paying on line or going to our local Watco Representatives here in Show Low. All of our other bills are paid on line.

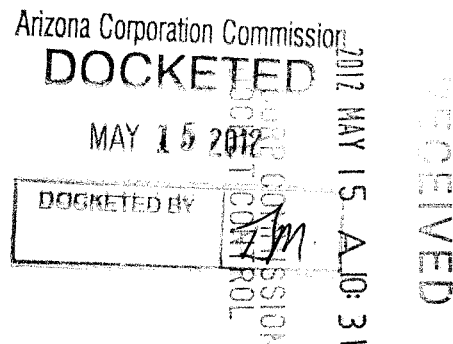
We pay our bill before it is due and it is almost always late. We called to ask why our payments had not been paid on time and was told that the money was kept until they got enough to send to the valley. It took them three weeks to process our check!

Thank you.

Jim & Monica Shriver
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4/30

Emailed to Phoenix office for docketing.

Also, I sent this as a Complaint (#103491) to Watco so they can reply to the reason why it takes Watco three weeks to process their checks and why customer is charged a late fee?

FILE CLOSED.

End of Comments

Date Completed: 4/30/2012

Opinion No. 2012 - 103490

W-20475A-12-0143

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2012 - 103518

Date: 5/1/2012

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Mr. & Mrs. James Kraft**

Account Name: Mr. & Mrs. James Kraft

Home: (000) 000-0000

Street:

Work:

City: Show Low

CBR:

State: AZ Zip: 85901

is:

Utility Company: **Watco, Inc. **Silver Well Service Corporation**

Division: Water

Contact Name:

Contact Phone: 702, 507, 5700

Nature of Complaint:

(Docket No. W-20475A-12-0143)

RE: Docket # W-20475A-12-0143

To Whom It May Concern:

We are writing to say we are against the rate increase that is being pursued. There is far too much hardship with the economy the way it is to enforce this. People here on the mountain do not have work and are stealing water from their neighbors and any place else they can get it. Many have their water turned off. This is not the time for a price increase. Please consider not doing this at this point in time.

Sincerely,

Mr. & Mrs. James Kraft
8630 Roundup Drive
Show Low, AZ 85901
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/01/12

Emailed to the Phoenix ACC office for docketing.

FILE CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 5/1/2012

Opinion No. 2012 - 103518
